Consumer Satisfaction Summary   **Jan-09**

Q1 = Registry staff was prompt, reliable and friendly
Q2 = Received a list of IP's within 48 hours
Q3 = Referral list was up-to-date and correct
Q4 = I was able to hire from the Registry
Q5 = My overall experience was good and I would use again.

Home Care REFERRAL REGISTRY *of Washington State*

Site	Q1	Q2	Q3	Q4	Q5	Site	*Avg Scr	Avg Scr by srvc area	# Sent	# Ret	Avg scr by #return'd	cross-check raw scores
EC	5.00	4.83	4.83	4.83	5.00	EC	4.90	98.00%	16	6	29.40	147
King	3.00	3.00	1.50	1.50	3.00	King	2.40	48.00%	19	2	4.80	24
NC						NC			2	0	0.00	0
NE	5.00	4.50	4.50	4.50	4.50	NE	4.60	92.00%	7	2	9.20	46
NW	4.00	3.00	3.40	3.60	3.40	NW	3.48	69.60%	22	5	17.40	87
Oly						Oly			8	0	0.00	0
Pac	5.00	5.00	5.00	3.67	5.00	Pac	4.73	94.67%	15	3	14.20	71
Pierce	4.50	4.38	4.50	4.25	4.00	Pierce	4.33	86.50%	17	8	34.60	173
Sno	4.50	4.50	4.50	4.50	4.50	Sno	4.50	90.00%	7	2	9.00	45
SC	4.50	4.00	4.50	5.00	4.50	SC	4.50	90.00%	19	2	9.00	45
SS	3.80	3.40	2.20	1.80	2.20	SS	2.68	63.20%	23	5	13.40	67
SE						SE			11	0	0.00	0
SW	4.67	4.00	4.67	5.00	4.67	SW	4.60	92.00%	18	3	13.80	69
Spo	3.50	3.50	2.00	2.50	2.50	Spo	2.80	74.00%	12	2	5.60	28
Scores	4.32	4.01	3.78	3.74	3.93	Score	43.52		196	40	160.40	802.00

cross-check:

total raw score

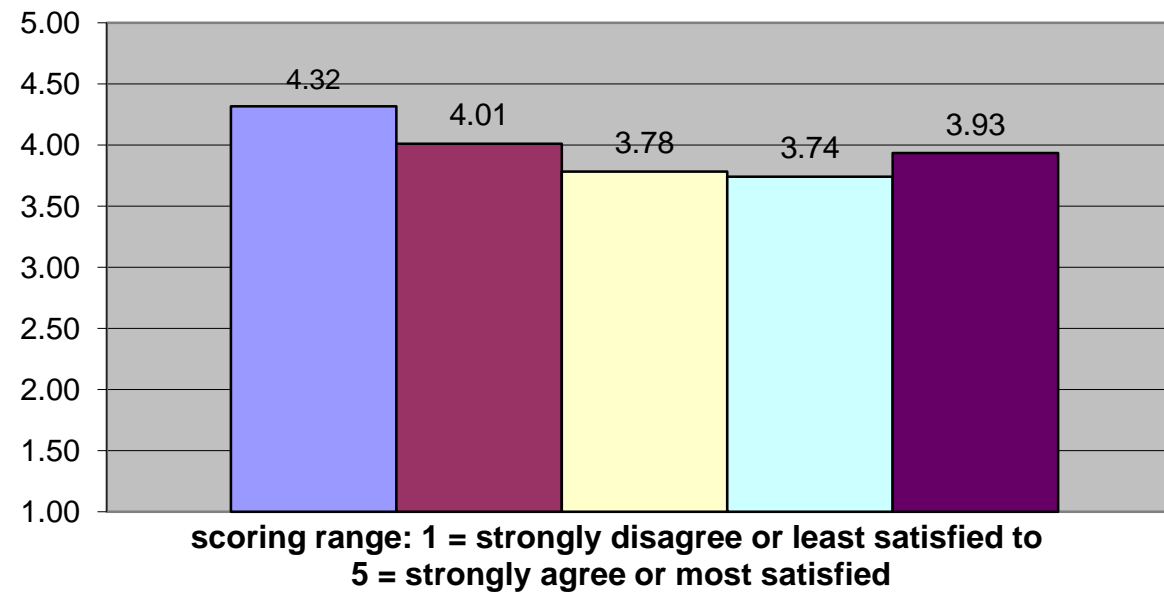|		
total avg score return'd divided by total number returned =	40	25.00 divided by total possible score/survey
divided by total questions per survey =	5	32.08 equals
equals weighted average	**80%**	40 dvd'd by total responses recv'd
		80% equals weighted average

Scoring Key:
1 - 1.9 = Strongly Disgree
2 - 2.9 = Disagree
3 - 3.9 = Neutral
4 - 4.9 = Agree
5 = Strongly Agree

% Overall Return Rate	**20.41%**

Consumer Satisfaction Summary - by Question, Jan 2009

Question	Score
Q1	4.32
Q2	4.01
Q3	3.78
Q4	3.74
Q5	3.93

**scoring range: 1 = strongly disagree or least satisfied to
5 = strongly agree or most satisfied**

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